

**From:** Derek Mason  
**To:** Microsoft ATR  
**Date:** 1/9/02 5:05pm  
**Subject:** Microsoft's Windows XP & privacy

Our state AG's office encouraged me to forward my complaints to you regarding MS Windows XP.

my complaint isn't about the current issues with MS, but with their new Windows XP product. I believe their activation policy and procedure is an unwarranted intrusion into my privacy, and my right to control my own computer as I see fit.

When XP is installed, it takes an inventory of your computer's hardware, and then sends this information to MS, which then activates your copy of XP. They say no personally identifying information is sent.

That's troubling because if you register your copy with MS, they can easily match activation codes with personal information contained in a registration data base. Given MS's behavior over the last two decades, it is not unreasonable to be dubious that MS will not attempt to so. There is no assurance , except their word, that they will not do it.

Another problem comes when you change hardware in your computer. If I put in a new cpu, memory modules or motherboard, XP deactivates itself until you call MS and get a re-activation number.

My complaint is that once I've activated XP, MS doesn't have a right to know what I do with the hardware on my computer. Their attitude about it is incredible. About a month ago, I put in new memory chips, and had to re-activate XP. When I called MS, their agent said, "So what are we doing today?" Almost as if I need their permission to do something to my computer. It is extremely intrusive, and goes far beyond what's necessary to protect against software piracy.

I'm not the only one complaining about this. There are thousands across the country who voice concern and dissent over MS's procedure here, but must rely on the DOJ to advocate for their fundamental rights.

Obviously, the DOJ has misjudged MS. The current settlement that was reached with them has done nothing to cause the company to act with restraint. The proof of the inadequacy of the settlement is that with Windows XP they show a blatant disregard the right to privacy, believing that they are entitled to know what you do with your personal computer.

Clearly, MS is showing us where it is they intend to take us: complete control over your personal computer. They have just purchased QWest's internet system, and will be able to leverage internet access as well. I guarantee that their next step will be to force people to buy MSN in order

to use Windows, all the while claiming that MSN is part of the operating system.

It's a sad commentary federal and state governments are allowing MS to get away with such behavior. Big Brother has arrived, but it's not the government, it's Microsoft.

I appreciate your time.

Thank you,

Derek Mason  
Smithfield, UT